

**Customer Service Training for Employees**

ISD/ISO	Allocated ISD/ISO Slots
DAO	1
DES	6
DHR	3
DOL	5
DPTMS	1
DPW	3
ISO	1
Total	*20

**Class Dates and Registration Due Dates**

Class Date	Registration Due
27 Apr 11	20 Apr 11
25 May 11	18 May 11
27 Jul 11	20 Jul 11
31 Aug 11	24 Aug 11
26 Oct 11	19 Oct 11
30 Nov 11	23 Nov 11

- ❖ Class size is 25 employees. The Garrison Leadership Development Program will have 5 slots each month for program nominations that have not had the employee customer service training. Any unallocated slots will be reallocated to ISDs/ISOs
- ❖ ISOs will rotate each month

Supervisor training is 12 hours over two days. Day one is the same class that all employees receive (8 hours). Day two is a class for supervisors (4 Hours).

**(CHANGE)** Enclosure 1 Training Schedule to Operations Order 10-044 Customer Service Training

**Customer Service Training for Supervisors**

<b>ISD/ISO</b>	<b>Allocated ISD/ISO Slots</b>
DAO	1
DES	4
DHR	2
DOL	3
DPTMS	1
DPW	3
ISO	1
Total	*15

**Class Dates and Registration Due Dates**

<b>Supervisor Day 1 Employee Class</b>	<b>Supervisor Day 2 Supervisor Class</b>	<b>Registration Due</b>
25 May 11	26 May 11	18 May 11
31 Aug 11	1 Sep 11	24 Aug 11
30 Nov 11	1 Dec 12	23 Nov 11

- ❖ Supervisor must take the employee class and the ½ day supervisor class. If they have already taken the employee class they do not need to retake.
- ❖ Class size is 25 employees. The Garrison Leadership Development Program will have 10 slots from each supervisory class offered for established supervisors participating in the program that have not had the customer service training for employees/supervisors. Any unallocated slots will be reallocated to ISDs/ISOs.